Chapter 01: Foundations of Interpersonal Communication

# Multiple Choice

TB\_Q1.1

Using jargon, or overly complex terms, can contribute to \_\_\_\_\_\_\_\_ noise.

a. psychological

b. physical

c. physiological

d. semantic

Answer: d

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.2

According to the text, it is NOT the \_\_\_\_\_\_\_ of communication you engage in, but the \_\_\_\_\_\_\_ that matters.

a. style; quantity

b. quality; quantity

c. quality; style

d. quantity; quality

Answer: d

Learning Objective: 1.1 Identify the potential personal and professional benefits from studying interpersonal communication.

Topic: Why Study Interpersonal Communication?

Level: Easy

Skill: Remember the Facts

TB\_Q1.3

Employers currently place \_\_\_\_\_\_\_ as the most desired skillset for potential employees.

a. job-specific skills

b. computer skills

c. public speaking

d. oral and written communication skills

Answer: d

Learning Objective: 1.1 Identify the potential personal and professional benefits from studying interpersonal communication.

Topic: Why Study Interpersonal Communication?

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.4

As defined in the text, \_\_\_\_\_\_\_\_ is the verbal and nonverbal communication that takes place between two interdependent people.

a. interpersonal communication

b. self-disclosure

c. conversation

d. intrapersonal communication

Answer: a

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.5

According to the text, what is meant by labeling two individuals as interdependent?

a. What one person does has an effect on the other.

b. The two individuals are free to make their own decisions.

c. What one person does has no effect on the other.

d. The two individuals must rely on each other to make important decisions.

Answer: a

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.6

According to the interpersonal communication continuum, which of the following would fall closest to the impersonal end of the spectrum?

a. neighbors

b. parents and children

c. doctor and patient

d. taxi driver and passenger

Answer: d

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.7

According to the interpersonal continuum, a father-son relationship operates in which of the following roles, rules, or messages?

a. social roles

b. rules of society

c. personally established rules

d. impersonal messages

Answer: c

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.8

Of the following characteristics, which one applies to computer-mediated communication?

a. Messages can be overheard by or repeated to a third party but not with complete accuracy.

b. You and the other person or people share the same physical space.

c. It is always your turn, speaker time is unlimited, and you can’t be interrupted.

d. Impressions are based on verbal and nonverbal cues that the receiver receives.

Answer: c

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.9

Daniel asks Erin out on a date. Erin must now decide what she will say, how she will say it, what she won’t say, etc. Erin, then is being presented with \_\_\_\_\_\_\_.

a. feedback

b. physiological noise

c. choice points

d. metamessages

Answer: c

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.10

Terrell responded to an email message that was sent to him the day before. This is an example of \_\_\_\_\_\_\_\_ communication.

a. convergent

b. synchronous

c. asynchronous

d. automatic

Answer: c

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.11

A \_\_\_\_\_\_\_\_ is a well-established system of knowledge about how things work or how things are related that is supported by research findings.

a. law

b. theory

c. principle

d. belief

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.12

A state of mental awareness in which you’re conscious of your reasons for thinking or communicating in a particular way is called \_\_\_\_\_\_\_.

a. mindlessness

b. competence

c. mindfulness

d. feedforward

Answer: c

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.13

Interpersonal competence refers to \_\_\_\_\_\_\_.

a. signals that serve as stimuli

b. your ability to communicate effectively

c. your motive in communicating

d. feedforward messages

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.14

Metamessages are messages \_\_\_\_\_\_\_.

a. about other messages

b. that do not include feedback or feedforward

c. that include psychological noise

d. occurring only in the speaker’s head

Answer: a

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.15

The \_\_\_\_\_\_\_ holds that satisfying relationships may be characterized by exchanging messages that are positive, person-focused, immediate, low in monitoring, and supportive.

a. theory of feedforward messages

b. feedback theory of relationships

c. ambiguity theory

d. metamessage theory

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.16

The \_\_\_\_\_\_\_\_ view of ethics argues that what is or is not ethical depends on the culture’s values and beliefs as well as the particular circumstances.

a. subjective

b. objective

c. absolute

d. cultural

Answer: a

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.17

\_\_\_\_\_\_\_\_ refers to the act of producing messages, whereas \_\_\_\_\_\_\_\_ is the act of understanding them.

a. Encoding; decoding

b. Source; receiver

c. Person-focused; message-focused

d. Feedforward; feedback

Answer: a

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.18

\_\_\_\_\_\_\_\_ context refers to the beliefs and customs of the people communicating.

a. Cultural

b. Personal

c. Relational

d. Social-psychological

Answer: a

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.19

In the term "signal-to-noise ratio" the word "signal" refers to \_\_\_\_\_\_\_.

a. what we ignore in a communication situation

b. what we find useful in a communication situation

c. what we classify as noise in a communication situation

d. the gatekeeping function of many people in communication situations

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.20

What are two dimensions of context in interpersonal communication?

a. temporal and social-psychological

b. channel and noise

c. cultural and gestural-visual

d. social-psychological and semantic

Answer: a

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.21

Which of the following is an example of communication context?

a. The air conditioner rumbling caused Flora to miss part of Jodie’s story.

b. Bob laughed at the joke.

c. Angela’s meeting took place in the boardroom.

d. Susannah listened intently to Michael’s suggestion for a policy change.

Answer: c

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.22

Which of the following is an example of feedback?

a. taking notes during lecture

b. deciding how to phrase a question

c. smiling and nodding your head at the speaker

d. being confused by an unfamiliar word in a lecture

Answer: c

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.23

Which of the following is an example of psychological noise while in class?

a. Someone coughing next to you.

b. Worrying about your grade on a test.

c. Having hearing loss.

d. Being confused by the meaning of a word.

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.24

The \_\_\_\_\_\_\_ holds that satisfying relationships may be characterized by exchanging messages that are positive, person-focused, immediate, low in monitoring, and supportive.

a. theory of feedforward messages

b. feedback theory of relationships

c. ambiguity theory

d. metamessage theory

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.25

Madison had a bad cell phone connection and couldn’t understand the directions her friend was trying to tell her. This is an example of \_\_\_\_\_\_\_\_ noise.

a. psychological

b. physical

c. physiological

d. semantic

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.26

In a \_\_\_\_\_\_\_\_ relationship, the two individuals mirror each other’s behavior.

a. complementary

b. symmetrical

c. dyadic

d. convergent

Answer: b,

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.27

\_\_\_\_\_\_\_\_ can occur when a message can be interpreted as having more than one meaning.

a. Punctuation

b. Ambiguity

c. Unrepeatability

d. Irreversibility

Answer: b

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.28

Messages that refer to the “real world” are called \_\_\_\_\_\_\_\_ messages.

a. relationship

b. objective

c. content

d. subjective

Answer: c

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.29

Which of the following is TRUE of transactional communication?

a. It's always changing.

b. One person is the speaker and the other, the listener.

c. The elements are independent.

d. It’s a linear process.

Answer: a

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.30

Punctuation is usually done to benefit \_\_\_\_\_\_\_.

a. the other person’s self-esteem

b. one’s self-image

c. the quality of stimuli and responses

d. the sequence of events

Answer: b

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.31

"You never get a second chance to make a first impression" exemplifies the principle of \_\_\_\_\_\_\_.

a. inevitability

b. irreversibility

c. unrepeatability

d. ambiguity

Answer: c

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.32

Poking someone on Facebook serves the purpose of \_\_\_\_\_\_\_.

a. playing

b. learning

c. influencing

d. relating

Answer: d

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.33

According to the text, just one of the reasons it's so terrifying to tell a romantic partner that you love him or her for the first time is communication is \_\_\_\_\_\_\_.

a. a series of punctuated events

b. unrepeatable

c. irreversible

d. inevitable

Answer: c

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.34

The relationship between a teacher and a student is an example of a \_\_\_\_\_\_\_ relationship.

a. symmetrical

b. ambiguous

c. complementary

d. convergent

Answer: c

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.35

Which of the following messages would the text consider to contain the most ambiguity?

a. “I’ll see you later.”

b. “Let’s just be friends.”

c. “The restaurant is not expensive.”

d. “I would rather get sushi than pasta.”

Answer: b

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.36

Which of the following is the LEAST ambiguous?

a. “I'll be finished later.”

b. “I'll be there in five minutes.”

c. “I like that one restaurant in the city.”

d. When someone from another culture smiles at you.

Answer: b

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

# True and False

TB\_Q1.37

One study showed that more people felt like a lack of effective communication was more responsible for marriage failure than money and in-law interference.

a. True

b. False

Answer: a

Learning Objective: 1.1 Identify the potential personal and professional benefits from studying interpersonal communication.

Topic: Why Study Interpersonal Communication?

Level: Easy

Skill: Remember the Facts

TB\_Q1.38

Sending messages to your friends over Facebook is an example of interpersonal communication.

a. True

b. False

Answer: a

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.39

Interpersonal communication takes place between two independent people who are not necessarily connected in some way.

a. True

b. False

Answer: b

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.40

Interpersonal communication can take place in small, intimate groups such as families.

a. True

b. False

Answer: a

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.41

In computer-mediated communication, it is always your turn and you cannot be interrupted.

a. True

b. False

Answer: a

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.42

A father and son will operate on the basis of personally established rules instead of societal rules.

a. True

b. False

Answer: a

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.43

A key element in practicing mindfulness is to rely primarily on first impressions.

a. True

b. False

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.44

Competent communicators communicate the same, regardless of situation or listener.

a. True

b. False

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

TB\_Q1.45

Feedforward tells the speaker what effect she or he is having on listeners.

a. True

b. False

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.46

Interpersonal communication can occur without messages being encoded and decoded.

a. True

b. False

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.47

George is wondering what Bill meant when he said, "This restaurant is not expensive." This is an example of encoding.

a. True

b. False

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.48

Signals that serve as stimuli are called communication channels.

a. True

b. False

Answer: b

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.49

Every communication act contains an ethical dimension.

a. True

b. False

Answer: a

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.50

You are having trouble hearing your professor because people next to you are talking. This is an example of physical noise.

a. True

b. False

Answer: a

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

TB\_Q1.51

You can “take back” a message.

a. True

b. False

Answer: b

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.52

Some degree of ambiguity exists in all interpersonal communication.

a. True

b. False

Answer: a

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.53

It is impossible not to communicate.

a. True

b. False

Answer: a

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Easy

Skill: Remember the Facts

TB\_Q1.54

Research shows that men tend to focus on the relationship dimension of a message, whereas women tend to focus on the content dimension.

a. True

b. False

Answer: b

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

Skill: Understand the Concepts

TB\_Q1.55

Arguments over the content dimension of a message are easier to resolve than arguments concerning the relationship dimension.

a. True

b. False

Answer: a

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Understand the Concepts

TB\_Q1.56

When Arlene is aggressive toward Ben, Ben is aggressive right back. This is an example of a complementary relationship.

a. True

b. False

Answer: b

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Moderate

Skill: Apply What You Know

# Essay

TB\_Q1.57

The study of interpersonal communication can benefit a person in social and professional areas. Discuss 3 specific benefits you hope to gain from this class, based on the information presented in Chapter 1.

Answer: Answers can refer to how interpersonal communication relates to making and maintaining relationships, how it can improve marriages and workplace relationships, and how it is the main element job recruiters are looking for.

Learning Objective: 1.1 Identify the potential personal and professional benefits from studying interpersonal communication.

Topic: Why Study Interpersonal Communication?

Level: Hard

Skill: Analyze It

TB\_Q1.58

Interpersonal communication exists along a continuum that ranges from impersonal to highly personal. Using your own contrasting examples, explain the three characteristics that distinguish an impersonal relationship from an interpersonal one.

Answer: The answers should reflect the three characteristics of social role versus personal information, societal versus personal rules, and social versus personal messages. In impersonal relationships, we respond to roles and rules of society, while in interpersonal ones, we respond to others as unique individuals and we follow personally established rules. In impersonal communication, we exchange little personal information and in interpersonal relationships, we can exchange highly personal information.

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Hard

Skill: Analyze It

TB\_Q1.59

Using your own experiences as examples, discuss three differences between face-to-face and computer-mediated communication.

Answer: Computer-mediated communication (CMC) is transmitted through visual and auditory channels while all senses are involved in face-to-face. CMC is unlimited while face-to- face (FTF) is limited. FTF involves turn-taking and with CMC, it’s always your turn. With FTF, communication is synchronous while in CMC, it is asynchronous. CMC messages are relatively permanent while FTF usually are not unless recorded.

Learning Objective: 1.2 Define *interpersonal communication* and explain the nature of interpersonal communication.

Topic: The Nature of Interpersonal Communication

Level: Hard

Skill: Analyze It

TB\_Q1.60

Think back to a time when you had a "miscommunication" with someone else. Using the elements of communication, describe the communication that took place and what element(s) led to the breakdown. What could have been changed to prevent the misunderstanding?

Answer: The answer should include basic elements in the communication process and should clearly describe the element responsible for the problem as well as a strategy for improvement.

Learning Objective: 1.3 Define the essential elements of interpersonal communication including source-receiver, encoding-decoding, messages, channels, noise, context, and ethics.

Topic: Elements of Interpersonal Communication

Level: Hard

Skill: Analyze It

TB\_Q1.61

Discuss what is meant by the sentence, "Interpersonal communication is inevitable, irreversible, and unrepeatable." Discuss how this is true in both face-to-face and online communication.

Answer: Interpersonal communication will take place even when we don't plan it. Once we say/do something, it has already been received by another and has made an impact. You can't duplicate a message because of ever-changing variables. With online communication, messages are relatively permanent.

Learning Objective: 1.4 Paraphrase the principles of interpersonal communication.

Topic: Principles of Interpersonal Communication

Level: Hard

Skill: Analyze It